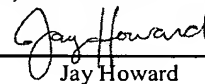


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott et al.  
Date Filed: January 29, 2004  
Title: **METHOD, SOFTWARE AND SYSTEM FOR  
DEVELOPING INTERACTIVE CALL CENTER  
AGENT PERSONAS**

MAIL STOP PATENT APPLICATION  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. **EV352387597US** addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

  
Jay Howard

January 29, 2004  
Date

Dear Sir:

**INFORMATION DISCLOSURE STATEMENT**


Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office.

Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.  
Attorneys for Applicants

  
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Date: January 29, 2004

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PTO-1449  <b>Information Disclosure Citation in an Application</b>	<b>Patent No.</b>	<b>Applicant(s)</b>	
	Unassigned	Benjamin A. Knott et al.	
	<b>Docket Number</b> 064198.0185 (LB1025)	<b>Group Art Unit</b> Unassigned	<b>Filing Date</b> January 29, 2004

## U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A.	5027384	6/25/91	Morganstein	379	67	7/11/88
	B.	5796394	8/18/98	Wicks et al.	345	329	9/23/97
	C.	5850433	12/15/98	Rondeau	379	201	5/1/96
	D.	6091805	7/18/00	Watson	379	93.17	7/5/95
	E.	6314402	11/6/01	Monaco et al.	704	275	4/23/99
	F.	2001/0049688	12/6/01	Fratkina et al.	707	104.1	3/6/01
	G.	2002/0091530	7/11/02	Panttaja	704	275	1/5/01
	H.	2002/0193994	12/19/02	Kibre et al.	704	260	3/30/01
	I.	2003/0026409	2/6/03	Bushey et al.	379	211.02	7/31/01
	J.						

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	K.							
	L.							
	M.							

## NON-PATENT DOCUMENTS

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	N.		
	O.		
	P.		
	Q.		
	R.		
	S.		
	T.		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.